# GOVERNMENT OF INDIA
# COMMUNICATIONS
# LOK SABHA

UNSTARRED QUESTION NO:2450
ANSWERED ON:30.11.2016
Telecom Complaints and Redressal Mechanism
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**Will the Minister of COMMUNICATIONS be pleased to state:**

(a) whether there has been substantial increase in the number of mobile subscribers in the country;

(b) if so, the details thereof during the last three years and the current year, State-wise;

(c) whether the quality of services, mobile network and consumer complaints redressal mechanism of the mobile services providers are not satisfactory;

(d) if so, the details thereof along with the details of complaints received against the operators, operator-wise during the last three years and the current year; and

(e) the action taken by the Government against erring operators, operator-wise and the measures taken to improve the services?

## Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a)&(b) Yes, there has been an increase in the number of mobile subscribers in the country over the last three years. The details are given in Annexure-I.

(c) to (e) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers against the benchmark for the various quality of service parameters laid down by TRAI through Quality of Service Regulations, by way of Performance Monitoring Report (PMR) submitted by service provider on service area wise basis.

As per the Performance Monitoring Report (PMR) issued by TRAI for the quarter ending June, 2016 service providers for 2G and 3G services are generally complying with the various Quality of Service (QoS) parameters. However some of the QoS parameters like call drop, calls answered by operators, refund of deposit after closure etc. are not complied with fully. It is also seen that the performance of service providers, both 2G and 3G, have improved in respect of most of the parameters over the last quarter ending March, 2016.

Regarding functioning of Grievance Redressal Mechanism, TRAI assesses the performance of the service providers through two parameters viz. "Accessibility of call centre/customer care" and "Time taken for refund of deposit after closures. From the PMR for the quarter ending June, 2016 it is seen that while most of the service providers have met the benchmark for the parameter "Accessibility of call centre/customer care", a large number of service providers have not met the benchmark for the parameter "Time taken for refund of deposit after closures".

For improving the quality of service, TRAI has taken the following steps:

(i) Close monitoring of performance of service providers, against the benchmarks for various Quality of Service parameters laid down by TRAI, through periodic reports from service providers.
(ii) Follow up action with service providers and action plan for improving quality of service, including for Call Drop parameters.
(iii) Meeting with the service providers at CMD/CEO level to evaluate the performance against action plan including for Call Drop parameters.

(iv) Audit and Assessment of Quality of Service through independent agencies.
(v) Assessment of customer perception of service through surveys by independent agencies.
(vi) Publication of results of Audit & Assessment of Quality of Service, including for Call Drop parameters and Surveys on TRAI website namely www.trai.gov.in for information of stakeholders, forcing the service providers to improve its service.
(vii) Imposition of financial disincentives for non-compliance with the benchmarks for Quality of Service parameters.
(viii) Review of network related Quality of Service parameters and benchmarks for mobile services, including for call drop parameters, to improve quality of experience by consumers.
(ix) TRAI has recently launched TRAI analytics portal www.analytics.trai.gov.in. The TRAI QoS Analytics portal provides a graphical view on the map of India the performance of the 2G service providers on call drop (on all India level, service area level, district level and Base Transceiver Station(BTS) level), BTS density per square kilometer and network utilisation so that the consumers can have

informed choice based on quality of service.
(x) For addressing Call Drop, TRAI regularly undertakes the drive tests of mobile networks in select cities, highways and railway routes to assess the Quality of Service and coverage around the areas covered in the drive test routes.
(xi) The results of Drive tests are shared with the service providers for improving Quality of Service and coverage in the areas identified in the Drive Tests.

The details of complaints received against the operators, operator-wise during the last three years and the current year is at Annexure – II.

Financial Disincentives imposed on violations

I. Non-Compliance with the Quality of Service Benchmarks

The details of financial disincentives imposed by TRAI on the Cellular Service Telecom providers (2G & 3G) for non-compliance with the Quality of Service Benchmarks are given below (cumulative figures since March 2013 to March 2016):
<pre>
2G Services Total Rs. (in lakhs)
Aircel 302.50
Bharti 40
BSNL 227
IDEA 25.50
MTNL 1.5
RCOM 132.50
RTL 32
Sistema 3
Tata 89
Telewings 13.50
Vodafone 84
Total 950.50
3G Services
Aircel 156.50
BSNL 70
Vodafone 2.5
Total 229
</pre>
Source: TRAI

II. Mobile Number Portability (MNP)

Telecommunication Mobile Number Portability (Fourth Amendment) Regulations, 2012 dated 19th September, 2012 provides financial disincentives for unjustified rejection of porting request other than specified in Regulation 12 of MNP Regulations, 2009 and for violation of timelines specified in the regulations. During last three years and the current year, operator wise, the number of instances of violations of Mobile Number Portability Regulations, 2009 are as under, against which Financial Disincentive of Rs.10,000/- per violation has been levied by TRAI:-
<pre>
Name of TSP 2013-2014 2014-2015 2015-2016 2016-2017 Total
Aircel 1 4 5
Bharti Airtel 2 2 4
Idea 2 2
MTNL 2 2
RCL 5 5
Loop 6 3 9
Vodafone 5 24 29
TOTAL 56
</pre>
(Total amount of Financial Disincentive is Rs.5,60,000/-)
Source: TRAI

ANNEXURE-I

Service area wise number of mobile subscribers during the last three
years and the current year as on 30.09.2016 in the country:
<pre>
Sr. No. Service area As on 31.03.2014 As on 31.03.2015 As on 31.03.2016 As on 30.09.2016
1 Andhra Pradesh 67.15 71.95 74.65 73.55
2 Assam 15.28 17.15 18.56 19.61
3 Bihar 61.59 69.31 74.51 75.67
4 Gujarat 54.54 58.56 62.27 61.92

5 Haryana 21.25 22.01 23.26 21.56
6 Himachal Pradesh 7.12 7.86 8.89 9.16
7 Jammu & Kashmir 7.94 9.31 9.82 9.49
8 Karnataka 54.32 58.05 61.34 61.61
9 Kerala 31.12 31.35 34.31 35.02
10 Madhya Pradesh 55.48 60.60 65.67 61.99
11 Maharashtra 72.59 76.94 84.10 84.00
12 North East 9.41 10.50 11.07 11.69
13 Odisha 25.13 27.87 29.06 30.46
14 Punjab 31.21 30.63 31.75 32.48
15 Rajasthan 52.65 55.21 60.09 60.23
16 Tamil Nadu 75.17 80.32 81.35 81.14
17 Uttar Pradesh (East) 76.98 83.40 92.24 93.92
18 Uttar Pradesh (West) 48.76 52.02 57.60 57.62
19 West Bengal 42.29 47.07 49.50 51.46
20 Kolkata 21.07 22.56 25.03 25.11
21 Delhi 42.58 46.19 47.24 45.22
22 Mumbai 30.89 30.67 31.80 31.33
Total 904.52 969.54 1034.11 1034.24
</pre>
Source: DoT compiled data

ANNEXURE − II

Service Providers wise total No. of Complaints received in TRAI during the last three and current year
<pre>
Service Provider 2013
(1.1.2013 to 31.12.2013)
2014
(1.1.2014 to 31.12.2014)

2015
(1.1.2015 to 31.12.2015)

2016
(1.1.2016 to 31.10.2016)

MTNL 488 546 522 260
BSNL 1286 1410 1444 794
Aircel 1076 1066 1085 666
Airtel 4609 4258 6131 5661
Idea 2100 2145 2594 1769
R-COMM 3027 3299 3527 2907
MTS 302 544 801 369
TATA 2460 1707 1464 636
Telenor/Uninor 262 246 193 89
Vodafone 4143 4773 5387 3475
Videocon 28 43 49 32
Reliance Jio 0 0 0 0
Loop Mobile 349 333 73 0
HFCL 28 9 19 10
TOTAL 20158 20379 23289 16668
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Source: TRAI

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